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# TrekAmerica Toons Troubleshooting

Want to enter our fantastic competition but having a few issues? Read our troubleshooting guide below and it should fix your woes! Let us know on comments@trekamerica.co.uk if you find any more nasty bugs!

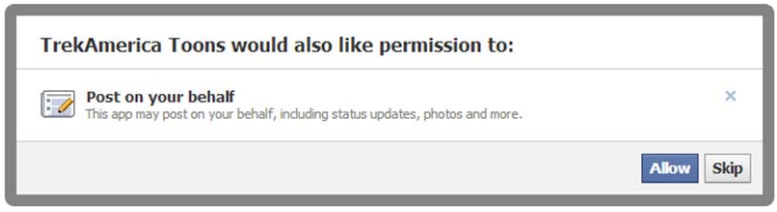
**The online form isn't accepting my details**
Clear your browsing history and reload the form page.

**My friend's photos aren't showing at all**
Looks like your friend has very strict privacy settings on Facebook, as they're not allowing the app to access their pics. If they're happy to change their settings to allow apps to access photos then great! If not, you can either upload a photo from your hard drive or device, or go back and start your toon again with a new friend.

**When I click 'Post to Facebook' my final photo isn't showing**
When the app installs it asks to post to Facebook on your behalf. If you clicked 'skip', your final Toon will be unable to post to your wall.

Follow these steps to fix this:

1. Go to your Facebook homepage
2. Click 'App Centre' in the left hand navigation list
3. Select 'Your Apps' on the left
4. Find 'TrekAmerica Toons' and click the cross so it deletes the app
5. Go back to http://trektoons.trekamerica.co.uk/ and enter your details again, and this time when it asks to post on your behalf click 'Allow'.


TrekAmerica Toons would also like permission to:
Post on your behalf
This app may post on your behalf, including status updates, photos and more.
Allow
Skip

**I've been away from my Toon for a while and now it's stuck / not working**
The TrekAmerica Toons app will time out after 20 minutes of inactivity so you'll need to go back and start your Toon again.

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